

Inbound Telephone Call Volume

2009 HUSKY A NEMT Call Volume \*

	Aetna		United Americhoice		Total HUSKY A	
	Calls Offered	Calls Answered	Calls Offered	Calls Answered	Calls Offered	Calls Answered
January	508	480	208	194	716	674
February	1,138	1,116	840	819	1,978	1,935
March	1,242	1,187	938	896	2,180	2,083
Q1 Total	2,888	2,783	1,986	1,909	4,874	4,692
April	1,147	1,115	873	857	2,020	1,972
May	1,038	1,012	885	870	1,923	1,882
June	1,150	1,129	903	886	2,053	2,015
Q2 Total	3,335	3,256	2,661	2,613	5,996	5,869
July	921	914	823	805	1,744	1,719
August	891	873	875	860	1,766	1,733
September	1,020	1,007	828	827	1,848	1,834
Q3 Total	2,832	2,794	2,526	2,492	5,358	5,286
October	1,026	997	809	803	1,835	1,800
November	1,030	1,005	912	899	1,942	1,904
December	1,110	1,100	939	933	2,049	2,033
Q4 Total	3,166	3,102	2,660	2,635	5,826	5,737
Total FY '09	12,221	11,935	9,833	9,649	22,054	21,584

CHN HUSKY A NEMT Call Volume not available

2009 FFS NEMT Call Volume

Logisticare

First Transit

Total FFS

	Calls Offered	Calls Answered	Calls Offered	Calls Answered	Calls Offered	Calls Answered
January	38,519	36,478	14,639	13,663	53,158	50,141
February	34,319	32,532	12,438	11,613	46,757	44,145
March	36,474	33,965	14,659	13,739	51,133	47,704
Q1 Total	109,312	102,975	41,736	39,015	151,048	141,990
April	34,983	33,313	13,458	12,806	48,441	46,119
May	31,588	30,171	11,692	11,146	43,280	41,317
June	36,295	35,009	12,003	11,504	48,298	46,513
Q2 Total	102,866	98,493	37,153	35,456	140,019	133,949
July	34,063	32,009	12,505	11,943	46,568	43,952
August	35,327	33,624	13,209	12,518	48,536	46,142
September	36,824	35,574	13,679	12,955	50,503	48,529
Q3 Total	106,214	101,207	39,393	37,416	145,607	138,623
October	34,565	33,104	14,030	13,337	48,595	46,441
November	33,875	32,310	11,894	11,382	45,769	43,692
December	34,785	32,758	12,472	11,758	47,257	44,516
Q4 Total	103,225	98,172	38,396	36,477	141,621	134,649
Total FY '09	421,617	400,847	156,678	148,364	578,295	549,211

# SAGA

CHNCT-SAGA	Inbound Calls	Estimate Calls Answered
Qrt1 Jan-Mar09	1,616	1,592
Qrt2 Apr-Jun09	1,533	1,510
Qrt3 Jul-Sep09	1,743	1,717

Qrt4 Oct-Dec09	1,905	1,876
Total	6,797	6,695

\* CHN figures assume a 1.5% abandonment rate

# Total Call Offered Volume

HUSKY A *	FFS	SAGA	Total
22,054	578,295	6,797	607,146

# Total Call Answered Volume

HUSKY A *	FFS	SAGA	Total
21,584	549,211	6,695	577,490

Call volume is for in-bound calls only. It does not include out-bound calls. CHN NEMT call volume is not available.

**FFS call volume**

	<b>Calls offered</b>	<b>Calls Answered</b>
<b>January</b>	52,346	48,767
<b>February</b>	57,828	55,848
<b>March</b>	58,604	56,894
<b>Q1</b>	168,778	161,509
<b>April</b>	51,117	49,867
<b>May</b>	51,753	50,670
<b>June</b>	50,655	49,539
<b>Q2</b>	153,525	150,076
<b>July</b>	48,655	47,461
<b>August</b>	50,795	49,331
<b>September</b>	54,322	51,946
<b>Q3</b>	153,772	148,738
<b>October</b>	50,596	49,495
<b>November</b>	53,654	52,182
<b>December</b>	51,091	49,222
<b>Q4</b>	155,341	150,899
<b>Total</b>	631,416	611,222